

Discrimination & Language Services

University Health System, Inc. d/b/a The University of Tennessee Medical Center ("UTMC") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UTMC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UTMC provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as: Qualified interpreters
- Information written in other languages If you need these services, call 865-305-9000

If you believe UTMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file with:

Patient Advocate
1924 Alcoa Highway, Box 104
Knoxville, TN 37920
Phone: 865-306-9812
AlertLine: 1-877-591-6744
Fax: 865-305-6095

You can file in person or by mail, fax or online at <https://www.utmedicalcenter.org/about-us/contact-us/voice-a-concern/>

If you need help filing, the Patient Advocate is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language assistance services, free of charge, are available to you at 1-865-305-9000.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-865-305-9000.

مقرب لصتا. نأچم لاب كل رفاوتت ذي وغللل ددعاسملا تامدخ نإف، دغللل ركذا ثدحتت تنك اذإ: ةظوحلم 1-865-305-9000.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-865-305-9000.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-865-305-9000.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-865-305-9000 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-865-305-9000.

ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ແມ່ນ ພາສາ ລາວ, ການບໍລິການ ຈໍ່ ມີ ຄ່າ ພາສາ, ໂດຍບໍ່ ເສັ້ນ ຄ່າ, ແມ່ນ ມີ ອັນໃຫ້ ທ່ານ. ໂທ 1-865-305-9000.

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገለግሉት ተዘጋጅተዋል፡ ወደ ሚክተላው ቁጥር ይደውሉ 1-865-305-9000.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-865-305-9000.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો તિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-865-305-9000.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-865-305-9000まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-865-305-9000.

ध्यान दें: यदि आप हंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-865-305-9000 पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-865-305-9000.

اب. دشا ب یم مهارف امش یارب ناگیار تروصب ینابز تالیهست، دینک یم وگتفگی سراف نابز هب رگا: هجوت 1-865-305-9000 دی رگیب سامت.